



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Citizens Telecommunications Company of Illinois**  
**d/b/a Frontier Citizens Communications of Illinois**  
**for quarter ending September 30, 2012**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.00	1.70	1.70	1.80
B. Operator Answer Time - Information [730.510(a)(1)]	7.40	11.19 *	6.84	8.48
C. Repair Office Answer Time [730.510(b)(1)]	97.00 *	38.00	23.00	52.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	115.00 *	38.00	51.00	68.00 *
E. Percent of Service Installations [730.540(a)]	97.91%	99.79%	100.00%	99.23%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.00%	98.21%	95.97%	97.73%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.09	1.50	1.82	1.47
H. Percent Repeat Trouble Reports [730.545(c)]	16.07%	13.48%	17.24%	15.60%
I. Percent of Installation Trouble Reports [730.545(f)]	0.14%	0.20%	0.25%	0.20%
J. Missed Repair Appointments [730.545(h)]	25	50	81	52
K. Missed Installation Appointments [730.540(d)]	16	7	8	10

**Comments**



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

---

**Citizens Telecommunications Company of Illinois**  
**d/b/a Frontier Citizens Communications of Illinois**  
**for quarter ending September 30, 2012**